DataExchange Error: "Unable to open source"

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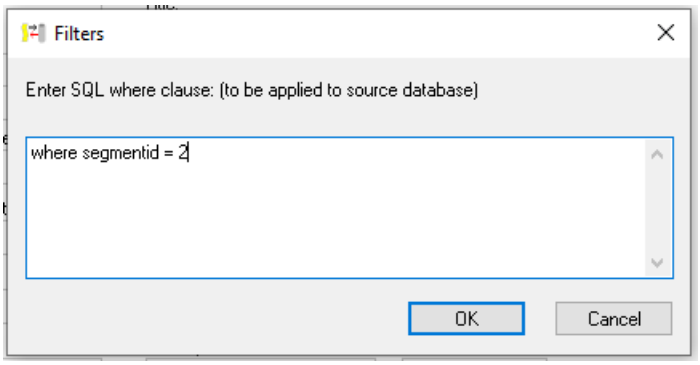
Symptom

Error: "Unable to open source"

A bad filter causes this and will give a generic error of "bad source connection". It has nothing to do with the Data Definitions or any kind of oddly programmed ODBC connections.

Resolution

Identify the bad filter, and correct, or remove it. System database Filters need to be updated after an OnGuard version upgrade. In **FormsDesigner**:

1. From the **DataExchange menu**, select **Open**.
2. Select the DataExchange script you wish to open, and then click **Open**. *This only works with export scripts
3. From the **DataExchange menu**, select **Filters**
4. A "Filters" dialog box will be displayed with the following message: Enter SQL where clause: (to be applied to source database).
5. 

   Confirm the filter is current with the existing database. Modify or delete if necessary. Click **OK** on the Filters dialog box
6. From the **DataExchange menu**, select **Save**.
7. Run the DataExchange script again; it should now be updated to work with the new version of OnGuard.

Applies To

OnGuard (All versions)

Additional Information

Published internal until approved for external

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